

Quality Leadership Forum (QLF)

http://qualityleadership-pbma-kms.webexone.com https://secureworkgroups.grc.nasa.gov/qlf

Joint Audit Planning Committee (JAPC)

https://secureworkgroups.grc.nasa.gov/japc

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Mission Statement

- Aerospace forum that meets semiannually for the advancement of quality assurance practices.
- Principle objectives of the QLF are to:
 - Integrate quality approaches
 - Standardize quality practices
 - Resolve current problems
 - Improve use of quality resources
 - Define and analyze quality risks
 - Communicate lessons learned
 - Share best practices
 - Improve quality processes



Membership

- We have approximately 350 members on the Intranet site. Members include:
 - NASA
 - NASA Support Contractors
 - Prime Contractors
 - Department of Defense Organizations
 - Colleges or Universities
 - Private Industry



Scope of the QLF Work Group

- Provide information on Quality
- Provide Links to Quality web sites
- Provide copies of past presentations from the QLF conferences
- Share Quality documents
- "Go To" Intranet site

Secure Work Group Benefits

- Sharing a wealth of information in a timely manner.
- Mass communication (announcements, e-mails) to Members.
- Store large presentations at Intranet site.
- Large Quality mailing list.
- Accessible anywhere with internet connection.
- Polls for conferences or anything else.
 - Use poll for registration and name tags



Suggestions for Secure Work Group Improvement

Front Page

- In the Document Library section of the front page, only show new documents. The list should be gone after X number of days (like old site).
- Would like External Links section of the Front page to have features of old site.

Polls

 Would like to be able to sort by alphabetically and by the order (i.e., Date) in which Users voted.

External Links

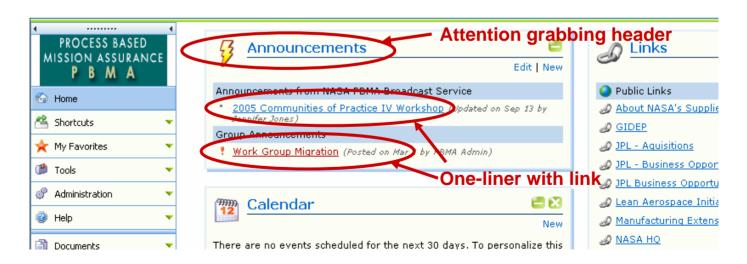
Would like it to have same features of old site.



Suggestions (continued)

Announcements

- Would like to be able to notify members of announcements through email; similar feature of old site. (Unless Users log into the site, it cannot be ensured that members will know about new announcements).
- Would like to have a noticeable bold headline (like old site).
- Would like to have the Urgency feature (like old site).
- Would like to be able to attach a document with announcements.
- Need announcement title to be formatted with link (like old site).



Suggestions (continued)

Members

- Members should be <u>required</u> to provide Company Name, Location, Phone Number, and Title
- People that are requesting a membership should be required to tell where they work, their job position, and any information that they think might be beneficial to approve their membership



BACKUP

November 2005

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Suggestions for Improvement

- Old vs. New
- Issues / Suggestions for Improvement
 - Document Library
 - Announcement
 - Administration
 - All Areas
 - Layout



Old vs. New

Old site

New site

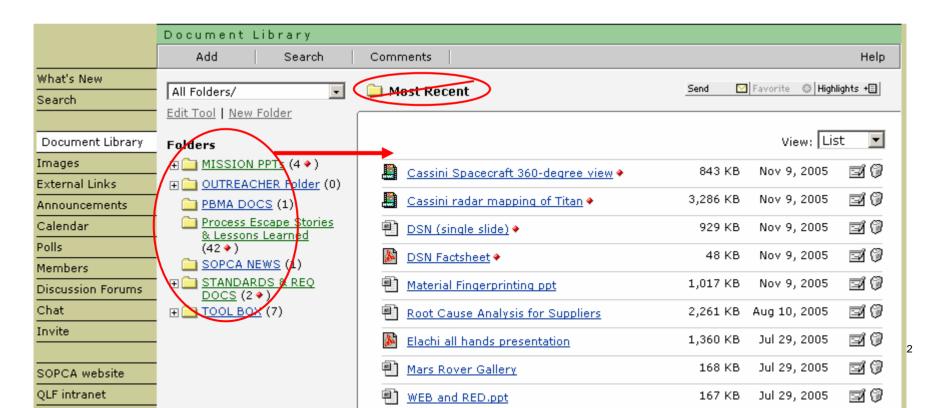
Icons and images makes it user friendly.	No icons to make it user friendly. Buttons are in odd places.
2. Intuitive navigation.	2. Navigation is not intuitive. Takes more clicks to accomplish the action.
3. Good use of space. Good layout of content.	3. Too much white space. Content could be laid out better.
4. Documents were slow to upload.	4. Quick upload time.
5. Multiple user names/passwords are required for each work group.	5. One user name/password for multiple work groups.



Suggestions for Improvement

Suggestion 1: Document Library

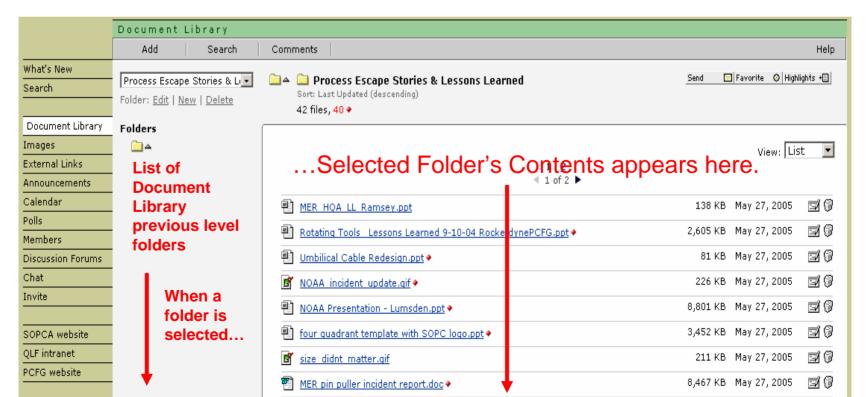
- When "Document Library" is clicked, right frame should display all the folders in the Doc Library, instead of the entire right frame dedicated to "Most Recent" documents.
- A small "Updated" icon should be next to the folder if a new document has been uploaded in that folder.



Suggestions for Improvement

Suggestion 2: Document Library

- When a folder is selected from the document library, that folder's content (including docs and sub-folders) should display in the right frame (like old site), while the list of previous level folders remain in the left frame (for easier navigation back)
- When a sub-folder is selected from the right frame, contents should display in the right frame, while list of the previous level folders remain in the left frame.

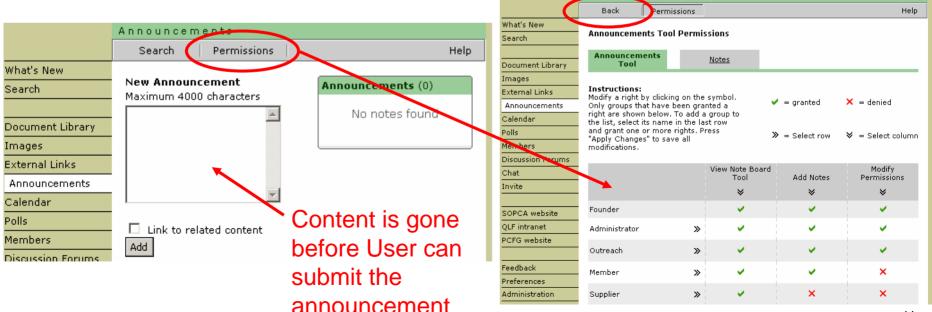




Issues

Issue 2: Announcements

When typing up an announcement, clicking the "Permissions" and then clicking the "Back" button in PBMA, the page is reset and announcement is gone. Announcement has to be retyped again. If a User does not know to edit the Permissions first before typing up the announcement, they will lose their content and will have to start over.

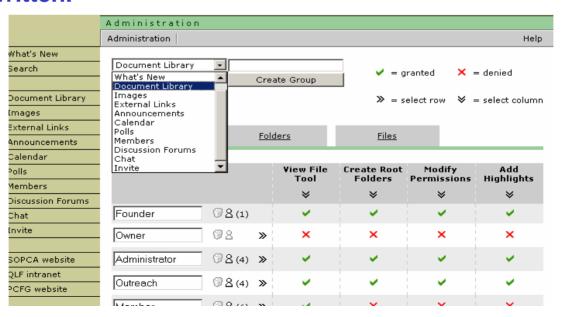




Issue

Issue 2: Administration

- When managing Group permissions, the assumption is that the permissions cascade down to all folders and files within that folder (i.e., Document Library, Images, External Links, etc.), which it does.
- But once you modify an individual sub-folder or file within the folder and then modify the parent folder to cascade down again, any permissions specified for a particular sub-folder/file is overwritten.

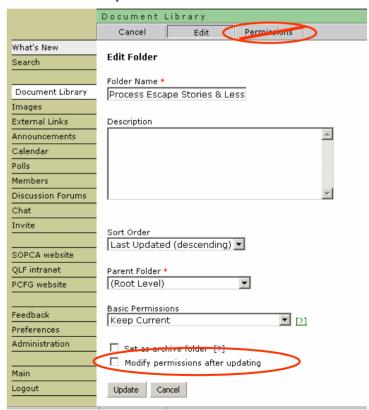




Issues / Suggestions

Issue 3: Permissions

- When Editing a Folder (i.e., changing the folder's name), if the User wants to change the Permissions at the same time, they would click the "Permissions" button, which takes them to the permissions screen.
- User would assume that permissions
 AND the new file name has been
 saved when they click the
 "Apply Changes" button in the
 Permissions screen. But in reality,
 only the permissions has been saved.
 When the User goes back to the
 Edit screen, they have to re-type
 their changes again.
- Suggestion: Permissions button at the top should be removed because user can get to the permissions screen by selecting the check box at the bottom of the edit screen (see image at right).

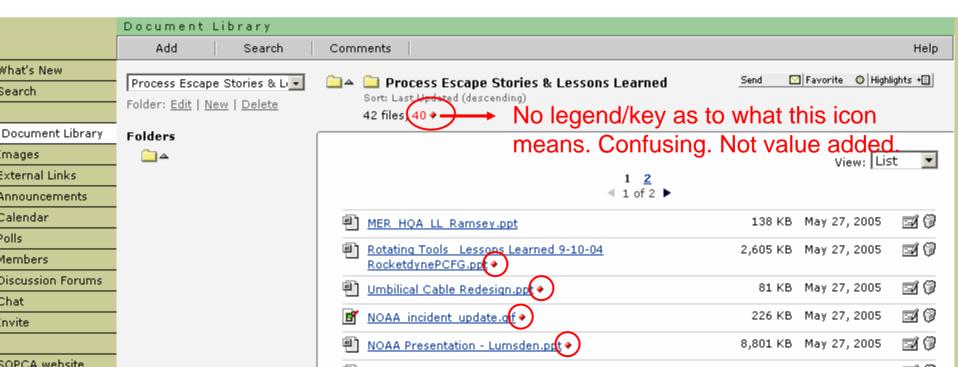




Issues

Issue 4: All areas

- There are many documents in which users do not open. There is a point where the icons (red diamond) don't add value, but become more confusing.
- It may be more confusing because it looks like it's a newly uploaded document, but in reality, it may be an old document that the User never opened.





Issues

Issue 5: Layout

Good use of space and good layout of content.

